

Request for Information and Product Demonstration

Health Benefits Coordinator Products and Solutions

1. PURPOSE

The New Jersey Division of Purchase and Property, on behalf of the New Jersey Department of Human Services (DHS), Division of Medical Assistance and Health Services (DMAHS), is posting this notice offering Vendors the opportunity to demonstrate Health Benefits Coordinator (HBC) products and solutions. DMAHS is seeking information about available product solutions in preparation for the reprocurement of Health Benefit Coordinator Services.

This is not a Request for Proposals.

2. BACKGROUND

The DMAHS will be seeking a Vendor to provide the technology and services to conduct health benefits coordination for NJ FamilyCare/Medicaid programs. DMAHS will offer qualified Vendors the opportunity to demonstrate their product solutions on-site at the DMAHS offices in Mercerville, New Jersey, or at another location designated by the State. The current contract may be accessed at:

http://www.state.nj.us/treasury/purchase/noa/contracts/t1392_05-x-34750.shtml.

Under the new contract, HBC services may include:

- Application and renewal processing for the NJ FamilyCare program;
- While the current contractor is responsible for eligibility determination, the new contractor will access the CASS system, due to be implemented in Fall 2013, for eligibility determination however, the new contractor will still be responsible for generating correspondence and follow-up related to eligibility determinations;
- Call center support for the NJ FamilyCare/Medicaid programs;
- Reception, tracking and scanning of new and renewal applications and supporting documentation;
- Enrollment of NJ FamilyCare/Medicaid clients into Medicaid managed care organizations;
- Assessment and collection of premiums where appropriate; and,
- Outreach, marketing and education services.

For the purposes of the demonstration, and the future contract reprocurement, it is critical that each Vendor demonstrate the flexibility required to adjust to changing and improved interfaces to various MMIS and eligibility processing systems, as well as to accommodate program policy changes.

3. OPRA RIDER

Information provided in response to this Request for Information can be released to the public under the New Jersey Open Public Records Act, N.J.S.A. 47:1A-1 et seq., (OPRA) or the common law right to know. All information submitted in response to this Request for Information is considered public information, notwithstanding any disclaimers to the contrary submitted by a Vendor, except as may be exempted from public disclosure by OPRA and the common law.

Any proprietary and/or confidential information which the Vendor provides will be redacted by the State. A Vendor responding to this Request for Information may designate specific information as not subject to disclosure pursuant to the exceptions to OPRA found at N.J.S.A. §47:1A-1.1, when the Vendor has a good faith legal and or factual basis for such assertion. The State reserves the right to make the determination as to what is proprietary or confidential, and will advise the responding person accordingly. The location in the response to this Request for Information of any such designation should be clearly stated in a cover letter, and those passages or topics in the body of the response also clearly marked. The State will not honor any attempt by a respondent to designate all materials submitted in a response to this Request for Information as proprietary, confidential and/or to claim copyright protection for such materials. In the event of any challenge to an assertion of confidentiality with which the State does not concur, the person responding to this Request for Information shall be solely responsible for defending its designation by submitting a response to this Request for Information, the responding person waives any claims of copyright protection set forth within any materials submitted in the response.

4. SCHEDULE OF EVENTS

- September 5, 2012: Posting of Request for Information and Product Demonstration
- September 19, 2012: Due Date for Vendor Written Submission
- September 26, 2012: Written Answers to Vendor Questions provided to all Vendors Responding with the Required Written Submission
- September 26, 2012: Notification to Vendors Selected for Product Demonstration
- October 10-24, 2012: Product Demonstrations

5. WRITTEN SUBMISSION TO DEMONSTRATE PRODUCT SOLUTIONS

In order to apply to demonstrate product solutions, Vendors must prepare a narrative that includes:

- Name and address of Vendor;

- Name and contact information for the Vendor representative responsible for business opportunities with the State of New Jersey;
- A summary description of the product or solution to be demonstrated. This description must include: a summary of innovations implemented in HBC activities over the last three (3) years and a list of current HBC contracts, inclusive of the client name, address, phone, e-mail and contract manager name; and,
- First and second choice of dates for the demonstration (see Schedule of Events in Section 4 Key Events for available dates).

The written submission narrative is not to exceed three (3) 8 ½” by 11” pages in a font no smaller than 11 point.

DMAHS must receive the application to demonstrate product solutions on the required date and time as shown in the Schedule of Events table in Section 3 of this notice.

Applications received after the required submission date by close of business (5:00 pm) will be rejected.

Applications are to be sent via e-mail to:

Jennifer Petrino
NJ Division of Medical Assistance and Health Services
jennifer.d.petrino@dhs.state.nj.us

Direct all questions regarding this opportunity to demonstrate product solutions to Jennifer Petrino, as noted above.

6. VENDOR AND PRODUCT SOLUTION QUALIFICATIONS FOR SELECTION

DMAHS is seeking demonstrations from a broad array of interested Vendors.

Vendors' narrative submissions will be reviewed by DMAHS. Those Vendors whose written narratives provide potentially viable solutions, as determined by DMAHS, will be invited to demonstrate their solution on-site at DMAHS or an alternate location. Vendors invited to demonstrate their product solutions should be prepared to respond to questions prior to, during, and/or after the product demonstration. DMAHS may provide questions in advance to those Vendors invited to demonstrate their solutions. DMAHS encourages Vendors to include personnel able to respond to questions about the technical and functional capabilities of the solutions demonstrated by the product demonstration team. DMAHS is seeking information about product and technical solution capabilities, and **not** marketing presentations. Therefore, demonstrating Vendors must limit any product marketing discussion to five (5) minutes or less.

Vendors chosen for product demonstration will receive more information regarding location, internet connectivity, and agenda for the session when, and if, their submission is determined by DMAHS to qualify for a demonstration. The criteria for determining which Vendor will provide demonstrations will not be published.

7. TERMS AND CONDITIONS

- The opportunity to demonstrate product solutions is solely for DMAHS' benefit and is intended to provide information to DMAHS. The product demonstrations will not be subject to an RFP-type evaluation.
- DMAHS reserves the right to accept or reject applications to demonstrate at DMAHS' sole discretion. Acceptance of a Vendor's application to demonstrate a product solution in no way constitutes a commitment by DMAHS to award any contract for any product or solution demonstrated. DMAHS' acceptance or rejection of an application to demonstrate product solutions does not preclude a Vendor from responding to any current or future DMAHS RFP.
- DMAHS is subject to strict accountability and reporting requirements as a recipient of funds from public sources. Any response or other information submitted in response to this offer to demonstrate product solutions is subject to disclosure by DMAHS as required by applicable law. DMAHS makes no agreements or representations of any kind, and expressly disclaims any requirement to maintain the confidentiality of any information provided in response to this offer to demonstrate product solutions. All material and information provided to DMAHS in response to this offer to demonstrate product solutions shall become the property of DMAHS upon receipt and will not be returned.
- DMAHS reserves the right to copy any information provided by the applicants, whether or not selected by DMAHS, to demonstrate their product solution, for purposes of facilitating DMAHS review or use of the information. DMAHS reserves the right to use ideas that are provided by Vendors in the application or product demonstration. By applying to demonstrate its product solutions, the Vendor represents that such copying or use of information will not violate any copyrights, licenses, or other agreements with respect to information submitted or product solutions demonstrated.
- DMAHS is not responsible for any costs incurred by an applicant or demonstrating Vendor related to the preparation of the application to demonstrate or any other activities related to preparing for, conducting, or traveling to or from DMAHS location to demonstrate the Vendor's product solution.

8. CONTACT INFORMATION

For all questions regarding this opportunity, please contact Jennifer Petrino.

Jennifer Petrino
NJ Division of Medical Assistance and Health Services
jennifer.d.petrino@dhs.state.nj.us